

 <b>VERMONT</b> DEPARTMENT FOR CHILDREN AND FAMILIES Child Development Division Policy Manual		<b>VI</b>
Chapter:	Legal	
Subject:	Case Management – Subpoenas & Client Requests for Information	
Approved:	Reeva S. Murphy, Deputy Commissioner	Effective: 9/23/13
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## **PURPOSE**

To safeguard client confidentiality

## **POLICY**

Child Care Financial Assistance files are the property of the Child Development Division.

## **PROCEDURE**

### Subpoena

If a subpoena, requesting case file documents, is presented to the child care financial assistance eligibility specialist, no information/documents should be given to the requesting party. The eligibility specialist must contact the Child Care Financial Assistance Administrator and arrangements will be made to pick up the subpoena. Once the Special Assistant Attorney General for the Child Development Division determines what is needed from the file, the eligibility specialist will be contacted and the documentation will be picked up from the agency. The Child Development Division will then submit the information to the appropriate person.

### Client Request for Information

If a client requests a copy of paperwork that they have submitted to determine eligibility (pay stubs, class schedules, child support information etc.) and the file is still active, the eligibility specialist may make a copy of the paperwork and give it to the client. A note, documenting the request, must be put in BFIS. Clients may request a copy of their certificate.

If a case file is closed and an eligibility specialist receives a verbal request for paperwork from the client or second parent/guardian listed on the application, the client/second parent/guardian must be informed to put the request in writing. This written request is then submitted to the Grant Monitor or CCFAP Administrator. If the request is approved, the eligibility specialist will be contacted and instructed on what they may release to the person making the request.

**Please Note:** Any requests for payment information from either a client or provider must be forwarded to the Child Care Financial Assistance Program Technician in charge of payment.